



## Choice Pantry Inventory Associate

**Status:** Full-time hourly, including until 6pm on Tuesdays

**Reports to:** Food Access & Client Services Manager

**Vision:** The HomeFront Resource Network Team believes that families need basic necessities to live a life with dignity. The Resource Network team works together to provide these items to HomeFront families by harnessing the resources of our community. The Resource Network team treats all clients, donors, colleagues, and volunteers with respect and values the important role each plays in making the Resource Network possible.

**Overview:** HomeFront serves thousands of families a year that are seeking the wide range of support services that HomeFront offers, with food being at the forefront of basic necessities we offer. The Choice Pantry Inventory Associate is essential to ensuring smooth, effective service to clients in our new choice pantry. This role will be hands-on in overseeing the choice food pantry during open hours and ensuring trauma-informed service for every family seeking our assistance, keeping food and other essential items ready and well-stocked. The Choice Pantry Inventory Associate is also pivotal in maintaining the behind-the-scenes operations our food pantry and food outreach efforts, ensuring proper inventory and organization of food and essential items.

**Essential Functions:**

- Greet and direct clients as they enter the choice pantry
- Work with Food Access & Client Services Manager and food pantry volunteers to maintain accurate inventory of HomeFront's main sources of food: from our food bank, donated food, and purchased food
- Assist Food Access & Client Services Manager in maintaining overall operations of food pantry, including preparation of food bags and supplies for HomeFront's FreeStore, pop-up food pantry, and other food outreach efforts
- Support clients in navigating the choice food pantry and answering any questions or concerns
- Ensure volunteer coverage of all needed areas during client shopping hours and oversee choice pantry volunteers during shopping to ensure efficiency and trauma-informed service
- Distribute pre-packed bags of food, frozen meat, diapers, hygiene items, and other available items to clients
- Work with food pantry team to further expand possibilities for client choice
- Ensure pantry is ready for client shopping days, ensuring the pantry restocked with all items given out during distribution (*food, hygiene items, personal care items, diapers, wipes*), including preparing and bagging meat, fresh produce, baked goods, and other extra items
- Work with colleagues to maintain awareness of inventory levels of hygiene items, diapers,
- Maintain order, organization, and cleanliness of food pantry and client shopping area, including, but not excluded to: collecting shopping carts from the parking lot, moving and re-arranging food pallets, and moving cases of food items
- Sort and organize food donations, baby formula, baby food, fresh produce, baked goods, and other food items, checking expiration dates and assuring quality

- Maintain proper temperatures and cleanliness of food pantry refrigerators and freezers
- Assist with the stocking and distribution of items from the “Bonus Room”
- Maintain accurate client records through files and database entry
- Complete monthly food inventory reporting
- Facilitate HomeFront’s monthly Hamilton pop-up food pantry and other food outreach efforts
- Other related duties as assigned

**Minimum Required Qualifications:**

- Bilingual (English/Spanish)
- High School Diploma
- At least of 3 years of paid employment experience post High School
- Satisfactory criminal background
- Ability to pass drug screening test

**Required Competencies**

- Excellent verbal and written communication skills
- Strong customer service skills
- Time management and multitasking ability given frequent interruptions and high demand for service
- Ability to de-escalate crisis situations and serve clients experiencing difficult personal emergencies with patience, compassion, and a trauma-informed approach
- Ability to establish professional, productive working relationships with colleagues, partners, and members of the community
- Comfortable with serving persons of various diverse backgrounds
- Computer Literacy/intermediate Microsoft Office skills

**Preferred Qualifications**

- Food service or inventory skills
- Food-handling and safety skills
- Palletjack experience

**Physical Demands:**

- Must be able to walk, stand and sit for long periods of time
- Must be able to walk up and down several flights of steps
- Medium physical demand - frequently lift and transport up to 75lbs with assistance
- Exposed to weather conditions prevalent at the time